IN THE CLAIMS:

Please amend claims 3, 5-6, 8-13, 15, 17-18 and 20-26 as set forth in the complete listing below.

This listing of claims will replace all prior versions and listings of claims in the application:

1.(Previously presented) A method for analysing performance of a target computer system, said method including the steps of:

recording performance data from said target computer system;

sending said recorded performance data to a remote analyser;

said analyser analysing said recorded performance data;

said analyser, in response to the content of said performance data, generating and providing a humanly readable report; and

said analyser sending said humanly readable report to at least one of said target computer system and a nominated alternative.

2.(Previously presented) A method, according to claim 1, wherein said humanly readable report comprise observed problems and potential solutions thereto.

3.(Currently amended) A method, according to claim 1 ~~or claim 2~~, including the further steps of:

said analyser producing an instruction set, for use at said computer system, said

instruction set being operative to cause said target computer system automatically to apply said

solutions; and

said analyser sending said instruction set to said target computer system.

4.(Previously presented) A method, according to claim 3, including the step of causing each

solution from said instruction set to be applicable to said target computer system conditionally

upon approval by an end user.

5.(Currently Amended) A method, according to ~~any one of the preceding claims~~ claim 1,

wherein said step of said analyser analysing said performance data includes the step of said

analyser analysing said performance data with respect to performance data gathered on one or

more previous instances of analysis of performance data from said target computer system.

6.(Currently Amended) A method, according to ~~any one of the preceding claims~~ claim 1,

wherein said target computer system is in addition to a plurality of similarly analysed and

reported computer systems which are analysed by said analyser; and wherein said step of said

analyser analysing said performance data includes the step of said analyser analysing said

performance data with respect to performance data from one or more of said plurality of

similarly analysed and reported computer systems.

7.(Previously presented) A method, according to claim 6, wherein said one or more of said

plurality of similarly analysed and reported computer systems are similarly configured to said

target computer system.

8.(Currently Amended) A method, according to ~~any one of the preceding claims~~ claim 1,

wherein said step of said analyser analysing said performance data involves the step of said

analyser analysing said performance data with respect to performance data provided by one or

more equipment or software manufacturers.

9.(Currently Amended) A method, according to ~~any one of the preceding claims~~ claim 1,

wherein said step of said analyser analysing said performance data involves the step of said

analyser analysing said performance data with respect to performance data provided by one or

more equipment or software vendors or suppliers.

10.(Currently Amended) A method, according to ~~any one of the preceding claims~~ claim 1,

wherein said step of sending said recorded performance data to said remote analyser involves

using at least one of the Internet, cable, satellite, and private network.

11.(Currently Amended) A method, according to ~~any one of the preceding claims~~ claim 1,

wherein said step of sending said humanly readable report back to said target computer system,

involves using at least one of the Internet, cable, satellite, and private network.

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12.(Currently Amended)   A method, according to ~~any one of the preceding claims~~ claim 1, including the step of said analyser sending a performance data gathering routine to said target computer system, said performance data gathering routine being operative to gather performance data from said target computer system.

13.(Currently Amended) An apparatus for analysis of performance of a target computer system, said apparatus comprising:

receiving means, operative to receive recorded performance data sent from said target computer system ~~to a remote analyser~~; and

~~said~~ a remote analyser ~~being~~ in communication with said receiving means and operative to analyse said recorded performance data;

said analyser being operative, in response to the content of said performance data, to generate and provide a humanly readable report;

and said analyser being operative to send said humanly readable report back to at least one of said target computer system and a nominated alternative.

14.(Previously presented) An apparatus, according to claim 13, wherein said humanly readable report comprise observed problems and potential solutions thereto.

15.(Currently Amended)   An apparatus, according to claim 13 ~~or claim 14~~, wherein said analyser is operative to produce an instruction set, for use at said computer system, said

instruction set being operative to cause said target computer system automatically to apply said solutions;

and said analyser being operative to send said instruction set to said target computer system.

16.(Previously presented)   An apparatus, according to claim 15, wherein each solution from said instruction set is applicable to said target computer system conditionally upon approval by an end user.

17.(Currently Amended)   An apparatus, according to ~~any one of claims 13 to 16~~ claim 13, wherein said analyser is operative to analyse said performance data with respect to performance data gathered on one or more previous instances of analysis of performance data from said target computer system.

18.(Currently Amended) An apparatus, according to ~~any one of claims 13 to 17~~ claim 13, wherein said target computer system is in addition to a plurality of similarly analysed and reported computer systems which are analysed by said analyser; and wherein said analyser is operative to analyse said performance data with respect to performance data from one or more of said plurality of similarly analysed and reported computer systems.

19.(Previously presented) An apparatus, according to claim 18, wherein said one or more of said

plurality of similarly analysed and reported computer systems are similarly configured to said target computer system.

20.(Currently Amended)   An apparatus, according to ~~any one of claims 13 to 19~~ <u>claim 13</u>, wherein said analyser is operative to analyse said performance data with respect to performance data provided by one or more equipment or software manufacturers.

21.(Currently Amended) An apparatus, according to ~~any one of claims 13 to 20~~ <u>claim 13</u>, wherein said analyser is operative tp <u>to</u> analyse said performance data with respect to performance data provided by one or more equipment or software vendors or suppliers.

22.(Currently Amended)   An apparatus, according to ~~any one of claims 13 to 21~~ <u>claim 13</u>, wherein said receiving means is operative to receive said recorded performance data using at least one of the Internet, cable, satellite, and private network.

23.(Currently Amended)   An apparatus, according to ~~any one of claims 13 to 16~~ <u>claim 22</u>, wherein said analyser is operative to send said humanly readable report back to said target computer system using at least one of the Internet, cable, satellite, and private network.

24.(Currently Amended) An apparatus, according to ~~any one of claims 13 to 23~~ <u>claim 13</u>, wherein said analyser is operative to send a performance data gathering routine to said target

computer system, said performance data gathering routine being operative to gather performance

data from said target computer system.

25.(Currently Amended)   An apparatus, according to ~~any one of claims 15 to 24~~ claim 15,

wherein said analyser is operative to send said instruction set back to said target computer

system using at least one of the Internet, cable, satellite, and private network.

26.(Currently Amended)   A method, according to ~~any one of claims 3 through 12~~ claim 3,

including the step of said analyser sending said instruction set back to said target computer

system using at least one of the Internet, cable, satellite, and private network.

27.(Previously Presented)   A method for analysing performance of a target computer system,

said method including the steps of:

        recording performance data from said target computer system;

        sending said recorded performance data to a remote analyser;

        said analyser analysing said recorded performance data;

        said analyser, in response to the content of said performance data, producing an

instruction set, for use at said computer system, said instruction set being operative to cause said

target computer system automatically to apply said solutions;

        and said analyser sending said instruction set to said target computer system.

28.(Previously presented) A method, according to claim 27, including the step of causing each solution from said instruction set to be applicable to said target computer system conditionally upon approval by an end user.

29.(Previously presented) An apparatus for analysis of performance of a target computer system, said apparatus comprising:

a remote analyser;

receiving means, operative to receive recorded performance data sent from said target computer system to a remote analyser;

said analyser being operative to analyse said recorded performance data;

said analyser being operative, in response to the content of said performance data, to produce an instruction set, for use at said computer system, said instruction set being operative to cause said target computer system automatically to apply said solutions;

and said analyser being operative to send said instruction set to said target computer system.

30.(Previously presented) An apparatus, according to claim 29, wherein each solution from said instruction set is applicable to said target computer system conditionally upon approval by an end user.